

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L2	0	("6871214").URPN.	USPAT	OR	OFF	2006/03/27 07:16
L3	2	"5828837".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/03/27 07:16
L4	33	("5828837").URPN.	USPAT	OR	OFF	2006/03/27 07:33
L5	0	saleslogic.as.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/03/27 07:33
L6	0	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center) or nortel or (customer adj relationship adj management)) and (alert\$3 notif\$) and monitor\$3 same (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3)) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:06
L7	1	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center) or nortel or (customer adj relationship adj management)) and (alert\$3 notif\$) and monitor\$3 and (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3)) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:09
L8	30	("5546455").URPN.	USPAT	OR	OFF	2006/03/27 08:07
L9	1	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center) or nortel or (customer adj relationship adj management)) and (alert\$3 notif\$) and monitor\$3 same (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:12
L10	77	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center) or (customer adj relationship adj management)) and (alert\$3 notif\$) and monitor\$3 and (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:15
L11	1	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center) or (customer adj relationship adj management)) and (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3)) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:18

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L12	116	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center) or (customer adj relationship adj management)) and (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:18
L13	0	(@ad<"20010507").ad. and (crm or sfa or (customer adj relationship adj management)) same (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:26
L14	8	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center) or (customer adj relationship adj management)) same (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:19
L15	78	("5402474").URPN.	USPAT	OR	OFF	2006/03/27 08:21
L16	44	(@ad<"20010507").ad. and (call\$3 near2 center) same (quer\$4 with (report\$3 or communicat\$3 or inform\$3 or histor\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:30
L17	8	(@ad<"20010507").ad. and (call\$3 near2 center) same (quer\$4 near3 (report\$3 or communicat\$3 or inform\$3 or histor\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:31
L18	8	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center)) same (quer\$4 near3 (report\$3 or communicat\$3 or inform\$3 or histor\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:31
L19	144	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center)) and (quer\$4 near3 (report\$3 or communicat\$3 or inform\$3 or histor\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:32
L20	119	(@ad<"20010507").ad. and (crm or sfa or (call\$3 near2 center)) and (quer\$4 near2 (report\$3 or communicat\$3 or inform\$3 or histor\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 08:32
L21	0	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and match\$3 same (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:42

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L22	71	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and match\$3 and (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:43
L23	63	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 and match\$3 and (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:43
L24	0	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 and match\$3 and quuer\$4 and (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:44
L25	0	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and match\$3 and quuer\$4 and (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:44
L26	47	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and match\$3 and quer\$4 and (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:44
L27	44	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 and match\$3 and quer\$4 and (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:45
L28	12	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 and match\$3 and quer\$4 same (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:45

## EAST Search History

S55	28	(@ad<"20010507" and ((customer adj relation\$4 adj manag\$5) or crm or (sale adj force adj automat\$3) or sfa) with (alter\$3 or notif\$7))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/12 10:43
S56	2	"5828837".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/10/28 09:17
S57	12	(@ad<"20010507").ad. and (crm or sfa) and (alert\$3 or notif\$6) with (acess\$3 or quer\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/28 10:23
S58	16	(@ad<"20010507").ad. and (online or (on adj line) or internet or ecommerce or (e adj commerce) or ebusiness or portal) and (procur\$3 or shop\$4 or purchas\$3) same (alert\$3 or notif\$6) with (acess\$3 or quer\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/20 10:08
S59	2	"5828837".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/03/20 09:57
S60	33	("5828837").URPN.	USPAT	OR	OFF	2006/03/20 09:58
S61	45	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 same alert\$3 with (target item customer consumer buyer purchaser shopper)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/20 10:17
S62	0	S61 and (multiple or many or numerous) with comunicat\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/20 10:16
S63	563	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 same (target item customer consumer buyer purchaser shopper)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/20 10:22
S64	0	S63 and (multiple or many or numerous) with comunicat\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/03/20 10:17

## EAST Search History

S65	116	S63 and (multiple or many or numerous) with channel	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/20 10:18
S66	2	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 same (target item customer consumer buyer purchaser shopper) same (Multiple or numerou2 or pluralit\$3) with channel	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/20 10:53
S67	2	("6829348").URPN.	USPAT	OR	OFF	2006/03/20 10:26
S68	15	(@ad<"20010507").ad. and (crm sfa (call\$3 near2 center)) and (alert\$3 notif\$) and monitor\$3 same (report\$3 or communicat\$3 or inform\$3) with histor\$3	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/03/27 09:42